

Reference Information and Phone Numbers

Enrollment Entity/Certified Application Assistant Help Desk

1-800-279-5012 Monday through Friday, 8:30 a.m. and 5:00 p.m. (Closed Saturday and Sunday)

OR email: ee-caaliation@MAXIMUS.com

CAAs and others may call this number to:

- Find out about CAA training
- Update their registration information
- Ask basic questions regarding eligibility

Medi-Cal for Children and Healthy Families Outreach Information Line

1-888-747-1222 Monday through Friday, 8:00 a.m. to 8:00 p.m.
Saturday, 8:00 a.m. to 5:00 p.m. (Closed Sunday)

OR email: HealthyFamilies@MAXIMUS.com

Applicants may call this number to:

- Ask specific questions about joint Healthy Families and Medi-Cal for Families mail-in application
- Request an application
- Apply by phone
- Check the status of an application

Medi-Cal for Children and Healthy Families Information Line

1-800-880-5305 Monday through Friday, 8:00 a.m. to 8:00 p.m.
Saturday, 8:00 a.m. to 5:00 p.m. (Closed Sunday)

Anyone may call this number to:

- Ask general questions about the Medi-Cal and Healthy Families Programs
- Request an application
- Find a CAA in their area

Reference Information and Phone Numbers

Healthy Families Membership Line

1-866-848-9166

Monday through Friday, 8:00 a.m. to 8:00 p.m.
Saturday, 8:00 a.m. to 5:00 p.m. (Closed Sunday)

OR email: HealthyFamilies@MAXIMUS.com

Healthy Families subscribers may call to:

- Ask questions about their Healthy Families coverage
- Report a change of address
- Report changes in family size
- Add a child to Healthy Families

Healthy Families Website

www.healthyfamilies.ca.gov

Anyone may use this website to:

- Research general questions about the Medi-Cal and Healthy Families Programs
- Download a copy of the application
- Find a CAA in their area

CHAMP-Net

www.CHAMP-NET.org

Anyone may use this website to:

- Find out about and link to public and private health programs for low-income families
- Use the CHAMP Eligibility Calculator
- Download the CHAMP Manual with updated program information
- Use the CAA tutorial

Reference Information and Phone Numbers

Health-e-App Help Desk

1-866-861-3443 Monday through Friday, 8:00 a.m. to 8:00 p.m.
Saturday, 8:00 a.m. to 5:00 p.m. (Closed Sunday)

OR email: HFHeA@MAXIMUS.com

Health-e-App Users may call to:

- Establish accounts (EEs may do this)
- Ask questions about HeA
- Report any problems using HeA
- Reset expired passwords